

# Child Support Services Fiscal Conference Call March 6, 2014



Presenters: Daisie Blue, Chief  
Regina Bell, Assistant Chief, Financial Services

# Child Support Audits

- Data Reliability – FFY2013, OCSE conducted a Data Reliability Review instead of a full audit
- Exit Conference March 5, 2014
- Few exceptions, but no discrepancies impacting performance measures
- State Audit – none conducted for FFY2013 because of change in the compliance supplement and program performance

# Maintaining and Improving Performance

- Cases will be reviewed by Central Office staff to ensure that what's reported can be supported
- Queries/reports for targeted case review by caseworkers
- Increased monitoring by program representatives

There are no secrets to success. It is the result of preparation, hard work and learning from failure. --  
Colin Powell

# Bank Change - SMI

- State of North Carolina changing from Wells Fargo to Bank of America for EFT payments
- Affects Child Support employer files processed by SMI
- SMI implementing March 11, 2014
- Employers notified to update banks
- Transparent to non custodial parents
- Email to county offices by March 7, 2014

# Bank Change - ACTS

- ACTS changing to Bank of America for disbursements to participant bank accounts and debit cards
- Transparent to participants
- Target implementation date-March 31, 2014

# SMI Debit Cards

- Due to the Target breach and text message scams, and the potential for fraud, SMI proactively issued 11,788 new debit cards issued to clients
- Any debit card where there fraud was identified, SMI has worked to resolve
- SMI working with the FBI to determine who is behind the text scam

# Genetic Testing Contract

- Proposals have been reviewed
- Recommendation prepared for signature
- Expect to meet Target Completion Date of July 1, 2014

# Contact Information

Daisie Blue

919-855-4402

[daisie.blue@dhhs.nc.gov](mailto:daisie.blue@dhhs.nc.gov)

Regina Bell

919-855-4411

[regina.bell@dhhs.nc.gov](mailto:regina.bell@dhhs.nc.gov)